



Terms & Conditions

* Jervis Bay Airport Express accepts no liability for passengers incorrectly stated travel dates and times. It is the passengers responsibility to ensure that they quote the correct dates/times and flight numbers at the time of booking, taking particular care where crossing international date and time lines.

* A Large bag (max 23kg) & Carry on (max 7kg) luggage are included in each passengers fare, failure to disclose Excess or Oversize luggage can result in non refundable cancellation of your transfer on the day of travel. Drivers are not to pickup anymore than 23kg, if your bag is over 23kg you will be required to assist in loading your luggage into the vehicle.

* Our schedule is based on average running times with extra travel time included for minor delays. While every effort is made to arrive at the airport etc. on time, we can not guarantee actual arrival times particularly where unforeseen events like accidents, storms, roadwork, high winds or unprecedented traffic present extended delays on the road.

* Jervis Bay Airport Express does not guarantee transport for passengers with delayed flight arrivals and reserves the right to assess each situation at the time. Where reasonable, with our schedule and where prior commitments permit, we may endeavour to wait for late arrivals or may arrange alternate transport with another carrier. Where no transport can be provided we may elect to refund, in part or in full, the fare for that travel. Should an additional bus be require there will be a second charge or arrangements can be made for overnight airport accommodation (at your cost) and your pickup will be re-scheduled the next morning from your hotel. This should be claimable on your travel insurance and we strongly advise that all travellers have travel insurance.

* All cruise ship passengers need to organise their disembarkation to be off the ship and ready for pickup at the time listed below in your transfer details. If your ship is delayed at all please keep us updated via sms to 0423887777 or email us at bookings@jervisbayairportexpress.net.

* All transfers for departing passengers are confirmed via SMS the afternoon prior to your travel date. If there are any changes to your pickup time this SMS will confirm your new pickup time, as we are a shared service sometimes changes are needed to ensure all passengers meet their flights with the recommended checkin time.

* Our Service does not travel on unsealed roads (some exceptions available), particularly during or directly following rain. In these circumstances we will drop/collect you as close as possible to/from your door or a mutually agreed alternate location

*Please keep us updated of any travel problems via SMS to 0423887777 or email us at bookings@jervisbayairportexpress.net

*Cancellation Policy:

25% of all fares are NON REFUNDABLE

72 hours or less of your travel date, your FULL FARE is NON REFUNDABLE.

We strongly suggest you take out travel insurance.